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Mark Spitzer

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AZ CORP COMMISSION
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*Sir, I am requesting a fair hearing
on Pine Water Co. to be held in
Pine, Ariz. your December meeting.*

*As a Senior Citizen on a fixed income
I can not afford \$100.00 water bills.*

*Thank you,
Phinee Pennington
PO Box 1922
Pine, Ariz 85544
928-476-3185*

Arizona Corporation Commission

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SEP 19 2003

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CM

From: "Jeff & Barb Sappington" <pinesapp@cybertrails.com>
To: ACC.UTIL(mailmaster)
Date: 9/17/03 11:17AM
Subject: Public Hearing in Pine-Please forward to commissioners

Dear Commissioners:

I live in Pine and am interested in the Public Comment Hearing. I believe the hearing should take place in Pine. It seems common sense to me. I'm sure there would be more comments yielding a better overall view of the circumstances. The commission needs to see the faces of the people they may be impacting.

I would like to see the hearing as informalized as possible. I understand that to be efficient a certain decorum must be maintained, but please be sensitive to the fact that many residents will not speak if they think they need a law degree to express their thoughts. After all, the people of Pine are the "public" in public hearing. Most residents are not public speakers and are reticent doing so, but their concerns should be heard.

I also have questions regarding a consumer advocate locally. I've wondered: Who checks the condition of pumps? Are all available pumps operational? What is the overall system integrity (leaking pipes, etc.)? During augmentation, who accounts for fully loaded trucks? It would be none of my business except: 1) The recent bills received for water augmentation. 2) Brookes Utilities recent application for a rate increase. 3) Last year's water outages. I believe in June there was a major pipe break/leak. An incredible amount of water was lost. This occurred during a water augmentation episode. So, this deficit was made up by additional water hauling paid for by...you guessed who. The break was not the fault of the consumers, yet we pay for it. Pine residents might be more comfortable if there was a consumer advocacy group. Is there a way to go about this?

Thank you for your attention in this matter. I look forward to a public hearing in Pine.

-Jeff Sappington
Pine, Arizona
(928) 476-2444

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